Welcome to Conner Prairie! Please read this handbook carefully and contact Volunteer Services with any questions at 317.776.6000 ext. 264 or ext. 258.

BEFORE YOU VOLUNTEER FOR THE FIRST TIME, YOU WILL NEED TO:

- Attend a new volunteer orientation
- Pick up your volunteer shirt and name badge
- Learn how to record your volunteer hours

Volunteer orientation is offered on the second Monday of each month, except in January. You’ll find the next scheduled sessions in the latest edition of our volunteer newsletter, *The Courier*, found on the Volunteer webpage at connerprairie.org. Please contact Volunteer Services to RSVP for volunteer training or to arrange for a one-on-one orientation.

Thank you.
Welcome to Conner Prairie! We are excited and grateful that you've decided to share your time and talents with us.

Conner Prairie is one of the largest attractions in the region and one of the most visited outdoor museums in the country. We have a long history of innovation that spans the fields of science, history, art and nature. On our grounds, every guest has the opportunity to pursue fun and knowledge in a way that is tailored to them. We provide families with opportunities to come together, interact and learn in new and unique ways in the heart of Indiana. Each and every day, we inspire curiosity and foster meaningful interaction with unique, engaging experiences that don’t exist anywhere else.

As a volunteer, you are an important part of making Conner Prairie the magical place it is today. You’ll have the opportunity to learn, grow, and make new and lasting friendships as you immerse yourself in various programs and activities. You’ll help with educational programming, school tours, clerical support, and maintaining our historic artifacts and gardens. You may even wish to help our sewing guild or woodworkers with making or repairing a variety of items.

And, you receive great perks in return including free general admission passes, free admission to the special events that you help with, discounts in the Conner Prairie Store and cafe, flexible time commitments, and recognition for your time and talents.

You will be kept informed of the latest volunteer news and opportunities via our monthly online newsletter, The Courier, at connerprairie.org under the ‘Support’ dropdown menu. This is where you will also find the dates when you can register to volunteer for specific events via our web-based scheduling and tracking system called Volgistics.

For now, please take time to review this handbook and become familiar with our volunteer procedures. It contains instructions on a variety of topics like where to park and how to record your volunteer hours, for example. We strongly recommend you join us at one of our new volunteer orientation sessions where we will further explain some of the procedures covered in this handbook and give you a tour of the Welcome Center and some outdoor areas (weather permitting). We also offer more in-depth tours of our grounds. Upcoming dates for orientation and RSVP information can be found in the online newsletter.

Again, thank you and welcome to Conner Prairie. We could not offer the programming we do without the support of volunteers like you! If you have any questions, please do not hesitate to contact one of us.

Sincerely,

Jody Thomas
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**TABLE OF CONTENTS**

- About Conner Prairie................................................................. 4-5
- Conner Prairie: 2015 Year At-a-Glance.............................................. 5
- Volunteer Benefits................................................................. 6
- General Guidelines............................................................... 6-9
  - EEO Policy
  - Parking and Use of Employee Entrance
  - Dress Code
  - Name Badges
  - Be Prepared For Indiana Weather
  - Non-Smoking Policy
  - Drug and Alcohol Use
  - Social Media Policy
  - Sexual and Other Harassment Policies
  - Emergency / Safety / Security Procedures
  - Closing and/or Cancellation of Program or Events
  - Photo Release
  - Importance of Communicating Changes in Contact Information
  - Volunteer Conduct Policy
  - Customer Service Expectations
  - Volunteer Feedback Sheet
  - Volunteer Golf Cart/Tractor Operation
  - Termination of Volunteer Services
- On-Site Rest / Eating Facilities...................................................... 10
  - Employee Lounge
  - Volunteer Lounge
  - Café on the Common
  - Restrooms
- Volunteer Opportunities............................................................. 10-11
  - Choosing a Departmental Volunteer Assignment
  - Signing Up For Special Events and Programs
- Your First Day or Assignment.......................................................... 11
- Recording Your Donated Hours.......................................................... 11-13
  - Volgistics
- Changing or Canceling a Scheduled Shift........................................... 13-16
  - Departmental Volunteer Assignments
  - Special Events and Programs
  - Glossary of Terms
- Where to Go When You Have Questions.......................................... 16-17

*Please note: This handbook covers general guidelines and policies that apply to all volunteers. Additional information, guidelines and policies that pertain to specific areas will be addressed within those departments.*
ABOUT CONNER PRAIRIE

Conner Prairie is one of the largest attractions in the region and one of the most visited outdoor museums in the country. We have a long history of innovation that spans the fields of science, history, art, and nature. On our grounds, every guest has the opportunity to pursue fun and knowledge in a way that is tailored to them. We provide families with opportunities to come together, interact and learn in new and unique ways in the heart of Indiana. Each and every day, we inspire curiosity and foster meaningful interaction with unique, engaging experiences that don’t exist anywhere else.

Our Mission
To inspire curiosity and foster learning about Indiana’s past by providing engaging, individualized and unique experiences.

Core Values
At Conner Prairie, we are focused on our guests. Instead of a long list of easy-to-forget pronouncements, we work according to four simple trademarks. These guide not only our individual decisions when we work directly with guests, but also our institutional decisions as we strive for the best possible guest experience. These Core Values are Safety, Hospitality, Experience, and Stewardship.

Experience
In the stories we tell and the way we tell them, we provide great experiences for our guests. We engage guests in ways that cause them to tell others, voluntarily, what a great experience they had on their last visit to Conner Prairie. We strive to offer a wide range of experiences that meet the needs and interests of our guests. This includes providing immersive learning experiences that are engaging, authentic, and interesting.

On an individual level, we strive for each guest interaction with a staff member or volunteer to be outstanding. On a museum-wide level, the overall guest experience should meet the same standard.

The Keys to Our Success
To help you better understand who we are and what we do, take a look at the six keys to our success. These will provide you a better sense of our mission, our approach and point of reference.

- We engage guests to become active participants in the stories of Indiana through hands-on experiences, programs and first-person interpretation.
- We approach guest engagement – which we call “Opening Doors” – by turning guests into participants, rather than just spectators, in the story of Indiana.
- We are principally focused on providing young families with a new kind of learning experience, but we have also added more adults-only programming and our offerings also encourage inter-generational fun and interaction.
- We are more than just 1836 Prairietown and offer other outdoor experiences like 1863 Civil War Journey, 1859 Balloon Voyage, Lenape Indian Camp, and William Conner House – as well as indoor experiences like the National Science Foundation-funded ‘Create.Connect’ and Discovery Station & Craft Corner.
- We boast an agriculture program with one-of-a-kind live animal encounters experience and a rare heritage breeds program that helps ensure survival of historical livestock while also contributing to the thriving local farm-to-table movement.
- We are a Smithsonian Institution affiliate – the first in the state of Indiana. This affiliation provides us with resources – including speakers, artifacts, and professional development opportunities – that ultimately benefit our members.
Land and Facilities

- Conner Prairie spans 800 acres of land located six miles north of Indianapolis on the White River in Fishers, Indiana.
- The outdoor areas are open April through October. Three year-round indoor experiences located in Conner Prairie’s Welcome Center include Create Connect and Discovery Station & Craft Corner. Visit connerprairie.org to see videos, photos and more details about each one of these areas.
- Outdoor areas include 1836 Prairietown; 1863 Civil War Journey: Raid on Indiana; 1859 Balloon Voyage; Lenape Indian Camp; William Conner House; Animal Encounters, and Treetop Outpost. Visit connerprairie.org to see videos, photos and more details about each one of these experience areas.
- Three year-round indoor experiences located in Conner Prairie’s Welcome Center include Create Connect and Discovery Station & Craft Corner. Visit connerprairie.org to see videos, photos and more details about each one of these areas.
- The Conner Prairie Store, located inside the Welcome Center, features gourmet treats and gifts made at Conner Prairie and in Indiana.

CONNER PRAIRIE: 2015 AT-A-GLANCE

Community Impact

- Visitation to Conner Prairie has risen 250 percent since 2003.
- Conner Prairie is one of Hamilton County’s top employers, with more than 350 full- and part-time seasonal employees.

Accomplishments

- Awarded the National Medal from the Institute for Museum and Library Services, the nation’s highest award for museums
- Awarded a $7.5 million grant from the Lilly Endowment Inc.
- Named one of the five most-visited outdoor museums in the nation according to the Outdoor History Museum Forum
- Received the Award of Merit from the American Association for State and Local History
- Earned a Conservation Award for Outstanding Conservation Exhibit from the Garden Club of America

Attendance

- Overall total guest attendance: 268,653
- School group participants: 52,578
- Symphony on the Prairie attendees: 117,404
- Headless Horseman attendees: 30,093
- Summer campers: 2,113

Membership

- Conner Prairie member households: 7,301
- Member visits: 86,094
- Memberships generated: $544,189
VOLUNTEER BENEFITS

As a 501(c) 3 non-profit organization, we rely heavily on volunteer support to ensure our events and programs are rewarding experiences for our guests. In recognition of your valuable time and talents, we offer the following benefits.

Flexible Volunteer Time Commitments
- Volunteer opportunities are available on a regularly scheduled basis or as-needed, depending on the area of involvement and the activity.

Discounts on Conner Prairie Membership
- Volunteers may purchase a discounted Conner Prairie membership (excluding donor level). Any volunteer who records 100-plus hours in a year is eligible for a FREE family or grandparent basic membership for the upcoming year.

Discounts in the Conner Prairie Store
- Just by showing your volunteer name badge, you’ll get 20% off gift merchandise and 30% off books.

Discounts at Café on the Common
- Just by showing your volunteer name badge, you’ll get 10% off your food and beverage bill. Please note the discount applies only to your meal.

Opportunity to Earn Complimentary Admissions
- Volunteers who help with special events may earn complimentary admission. General admission passes are given for each shift volunteered for specific events as well as free admission to the event on the day that you volunteer. Please refer to the assignment directions for details of benefits for each event.

Periodic Volunteer Meetings and Social Events
- You’ll have the opportunity to meet people with similar interests at the Volunteer Retreat (March) and the Volunteer Recognition event (November).

GENERAL GUIDELINES

EEO Policy
Conner Prairie does not discriminate in volunteer opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, marital status, veteran status or any other characteristic protected by federal or state law. Conner Prairie will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship for the organization. Contact the volunteer office with any questions or requests.

Parking and Use of Employee Entrance
Volunteers are asked to use the employee parking lot and entrance when volunteering, unless otherwise instructed. The employee lot is to the left of the main drive and the entrance is next to the loading dock area. The first door is always open but the second door remains locked. Call the operator from the telephone in the vestibule to be admitted. Press “0” and announce that you are here to volunteer. The door will not buzz; just pull it open.

For some special events or programs, you may be asked to park in another location and report to a location outside the Welcome Center. You will be informed if this happens.
Dress Code
All volunteers receive one red Conner Prairie volunteer polo shirt. Please wear the shirt when volunteering for a post that involves interacting with the public. This helps our guests and staff in identifying you as a volunteer. Please wear khaki slacks, skirt, shorts (knee length) or capris but not jeans. Extra shirts and other volunteer clothing items may be purchased for a fee.

Name Badges
Conner Prairie volunteers also receive a name badge that will identify you as a volunteer. Due to increased concerns for safety and security, you must always wear your badge when volunteering at Conner Prairie. Your badge is also used as identification to receive discounts in the Conner Prairie Store and at Café on the Common. If you lose your badge, please notify Volunteer Services immediately to have a new one issued.

Be Prepared For Indiana Weather
When volunteering for a special event, especially an outdoor post, remember that weather on the prairie may be unpredictable so dress accordingly. Afternoons will likely require sunscreen and evenings may get quite chilly. Also, remember to bring bottled water and wear comfortable shoes when volunteering.

Non-Smoking Policy
In accordance with Indiana state law, Conner Prairie is a smoke-free and tobacco-free environment. We prohibit the use of smoking devices and tobacco within the facilities and on the grounds with the exception of inside your own personal automobile.

Drug and Alcohol Use
While volunteering, you should be both drug and alcohol-free. Volunteers are required to report to Conner Prairie in appropriate mental and physical condition to perform their assigned duties in a satisfactory manner. The use of prescribed drugs is permitted on Conner Prairie property only if it does not impair one’s ability to perform the essential functions of their assigned duties effectively and in a safe manner that does not endanger the volunteer, staff or other individuals. Volunteers who drive Conner Prairie vehicles (golf cart, tractor or tram) may be subject to reasonable suspicion alcohol testing.

Social Media Policy
As a volunteer, you help represent the brand and voice of Conner Prairie, whether you are speaking to someone, wearing Conner Prairie attire in public or sharing thoughts and experiences on social media. Conner Prairie encourages the use of social media to share information, photos and videos with those who visit or might in the future. Conner Prairie has established these general guidelines for the appropriate use of social media by volunteers to help you make responsible decisions about what you share through social networking channels.

The term social media includes all means of communicating or posting content, in the form of personally generated text, photographs, audio and video, and by sharing another person’s or group’s personally generated text, photographs, audio and video, with or without positive or negative commentary, on any Internet-hosted site, including social networking sites, websites, blogs, web journals, web diaries, web bulletin boards, online news sites, chat rooms and other forms of electronic communication.

Any of your online activity that adversely affects your performance, the performance of employees and fellow volunteers or otherwise adversely affects members, customers, vendors, people who work on behalf of Conner Prairie or Conner Prairie’s brand, overall reputation, standing in the community, overall business operations or general business interests may result in prohibiting you from volunteering for Conner Prairie in the future.
Sexual and Other Harassment Policies

Conner Prairie is committed to providing a harassment-free environment. Conner Prairie strictly prohibits any type of harassment, discrimination, or retaliation as protected by both federal and state laws. If you feel that you have been the victim of harassment, discrimination, or retaliation please contact Jody Thomas in Volunteer Services or Shelby Slowik in Human Resources.

Emergency/Safety/Security Procedures

The role of a volunteer during an emergency is to alert a Conner Prairie staff member and then follow their directions. Volunteers are typically posted with or near a paid staff member. In the event that a paid staff member is not in the vicinity, please use one of the many company phones and dial “0”.

Closing and/or Cancellation of Programs or Events

In the rare event that a program is cancelled due to the weather, the event manager has been given your phone number and will attempt to contact you. If you question whether the event is still taking place, call Conner Prairie at 317.776.6000 and ask the operator, or watch one of the local TV news stations for weather related closings. Some event cancellations, including Symphony on the Prairie and Headless Horseman, are posted on our website.

Photo Release

Please note that all volunteers are asked to sign a photo release prior to volunteering at Conner Prairie. This release allows any images taken of you to be used in publications by or about Conner Prairie. If you do not want your picture taken for this purpose, please notify the photographer should you find yourself in such a position.

Importance of Communicating Changes in Contact Information

It is essential that volunteers notify Volunteer Services of any changes in contact information such as mailing address, telephone numbers, email address and emergency contact information. This information is needed in order to guarantee that you receive our monthly mailings and so we are able to contact you, or your emergency contact, if needed.

Volunteer Conduct Policy

To ensure the best possible environment for all volunteers, we expect you to follow rules of conduct that will protect the interest and safety of all volunteers and Conner Prairie, whether on- or off-site. Although it is not possible to list all the forms of behavior that are considered unacceptable, the following are some examples of conduct that may result in ending your volunteer status:

- Disrespectful treatment of (or behavior towards) a guest, program participant, employee or another Conner Prairie volunteer.
- Theft of property.
- Working under the influence of alcohol or illegal drugs.
- Fighting or threatening violence.
- Violation of safety rules.
- Sexual or other unlawful harassment.
- Possession of dangerous or unauthorized materials such as explosives or firearms.
Volunteer Feedback Sheet
Conner Prairie is continually striving to uphold our core values and abide by our Opening Doors approach to guest interaction and engagement. Our volunteers play important roles in both of these objectives. Departments who request volunteers for events or other activities can access a Volunteer Feedback Sheet. This sheet allows for both positive and constructive feedback on the respective volunteer’s performance. The volunteer department will receive the completed forms and share feedback when appropriate. Our goal is to not only celebrate your successes, but also provide any retraining, coaching or education that might assist with your growth and development. Additionally, we will occasionally survey volunteer opinions regarding their assignments to ensure we are meeting your needs.

Customer Service Expectations
As a volunteer, you are a Conner Prairie customer service ambassador! Our Opening Doors philosophy supports ensuring the best experience is received by all. Making a good first impression is essential. First impressions are formed within seven (7) seconds of an interaction. Your non-verbal cues such as facial expression and body language can have four (4) times the impact over what you say. Whether interacting with a guest or employee, the following customer service tools should be employed to ensure service excellence:

1. **Empathy and Patience**: Take your communication cues from the guest or employee and interact accordingly. Whether confused, curious, frustrated, happy or even angry, show each person empathy and patience when providing assistance.

2. **Adaptability**: Realize every guest and employee is different. A communication style that works well in one interaction, may not work for another. Don’t be afraid to adjust accordingly.

3. **Positivity**: Always be positive no matter what situation arises. Attitudes are infectious. If you remain positive during a challenging communication exchange, it is more likely to end positively.

4. **Knowledge**: Knowledge is power. Keep updated on all things Conner Prairie. If you don’t know something, find out. You have many resources available to you.

5. **Respect**: Show respect for all diversity and treat people fairly, equally and without discrimination.

Volunteer Golf Cart/Tractor Operation
When using Conner Prairie vehicles, you are expected to exercise care and follow all operating instructions, safety standards and guidelines.

- To operate Conner Prairie vehicles, you must have a valid state-issued driver’s license. You should notify staff if any vehicles appear to be damaged, defective, or in disrepair.
- The improper, careless, negligent, destructive or unsafe use or operation of vehicles may result in disciplinary action, up to and including termination of volunteer status.
- In case of an accident in a Conner Prairie Vehicle, please notify your staff supervisor immediately.

Termination of Volunteer Status
The ending of volunteer status may occur for a number of legitimate reasons including but not limited to:

- Voluntary written notification ending volunteer status initiated by the volunteer.
- Revocation of volunteer status initiated by the organization due to conduct considered unacceptable by the organization.
ON-SITE EATING / RESTING FACILITIES

Employee Lounge
The employee lounge is located on the lower level of the Welcome Center in the staff hallway (same as the employee entrance) and volunteers are welcome to use it on breaks while volunteering at Conner Prairie. It has refrigerators, a microwave oven, sink and vending machines.

Volunteer Lounge
The volunteer lounge is located on the 2nd floor of the Welcome Center just around the corner from the public restrooms. This lounge can be used to eat lunch and to store valuables while volunteering, although most volunteers choose to carry their valuables with them, leave them in their vehicle or at home. Conner Prairie is not responsible or liable for any personal items brought either into the facilities or grounds by a volunteer.

Café on the Common
Conner Prairie’s outdoor café is located just outside the Welcome Center, near 1859 Balloon Voyage. The café is open April – October for lunch from 11 am-2 pm and for snacks and drinks from 2-5:15 pm. A variety of sandwiches, salads and kid friendly meals are available. Volunteers receive a 10% discount for their meal when showing their identification badge.

Restrooms
Restrooms are located in the hallway just off the Great Hall in the Welcome Center and on the 2nd floor, next to Woodland North and South. Restrooms are also located outside, on your left as you exit the Welcome Center, in the Necessary (located in Prairietown), and in the River Crossing/Depot Store building in 1863 Civil War Journey.

VOLUNTEER OPPORTUNITIES

Volunteer opportunities at Conner Prairie are constantly changing. Please refer to The Courier, the monthly volunteer newsletter, for current needs. The Courier also includes a listing of the dates that special events and programs will be posted in Volgistics, our web-based scheduling and record keeping system. Last minute needs may be sent to you via email.

Choosing a Departmental Volunteer Assignment
There are many different opportunities for volunteering. Some of the on-going departmental volunteer opportunities are listed below. Additional positions are created when new needs arise or to supplement new programs and events. Please check the newsletter and your email for announcements regarding these posts. Examples of some volunteer assignments include:

- **Administrative Support** – Help with mailings, data entry, typing, filing, inventory and general office work. (Generally available weekdays, as-needed.)
- **Gardens** – Plant, maintain and harvest gardens on the grounds and in the historic and common areas.
- **Group Greeters** – Greet and check-in tour and school groups as they arrive at Conner Prairie. Provide maps, answer questions and assist with admission payments. (Seasonal)
• **Membership Services** – Help with membership sales and renewals, assist with member-only lines at events and assemble promotional materials.

• **Conner Prairie Store** – Assist guests, organize displays and inventory, operate the cash register and stock merchandise.

• **Sewing Guild** – Reproduce and repair clothing, home furnishings and quilts to support museum programs.

**Signing Up For Special Events and Programs**

Conner Prairie hosts a variety of special events and programs throughout the year, all requiring volunteer assistance including Symphony on the Prairie, Headless Horseman, Follow the North Star, Curiosity Fair, Festival of Machines and others. Signing up for special events and programs is done through Volgistics, our web-based scheduling and record keeping system.

To learn more about these and other opportunities, please contact Volunteer Services.

**YOUR FIRST DAY OR ASSIGNMENT**

Where you report on your first day depends on the post and/or event for which you are volunteering.

• **If you are volunteering for a departmental assignment,** you will need to find out from your department contact where to check in. The department and/or your given job will determine the location.

• **When volunteering for a special event,** instructions specific to that event such as what to wear, where to report and other important details, will appear in Volgistics when you select your shift and job. You do not need to report earlier than the start time of your assigned shift.

Regardless of your assignment, if you have any questions, please contact Volunteer Services BEFORE you are scheduled to volunteer.

If this is your first assignment, please be sure you have your volunteer shirt and name badge before your scheduled shift. The volunteer office is not staffed on weekends.

**RECORDING YOUR DONATED HOURS / VOLGISTICS**

Recording your donated time is an important part of volunteering. The hours you volunteer are considered an in-kind donation. Besides being used to recognize our dedicated volunteers, this information also assists Conner Prairie in applying for grants and other types of funding, a big part of our annual revenue. This information demonstrates the amount of community involvement the museum receives. All volunteer hours are recorded in Volgistics, our web-based scheduling and record keeping system. Each volunteer with web access is responsible for entering their hours for each shift. This may be done from a home computer, smartphone, tablet, or anywhere with internet access. There is also a touchscreen computer monitor located in the Welcome Center for signing in and out. Instructions for using Volgistics are as follows.
Setting Up Your Profile and Password

- ALL volunteers with an email address will receive an email with your login name and a temporary password from the volunteer department following orientation.

- This email includes a link to use when accessing Volgistics from your home computer or smartphone. Save it in your web favorites for quick access or on your desktop.

- Your login is always your email address.

- The first time you log on using the temporary password it will prompt you to immediately change it. Your personal password may be anything you choose, preferably something you will easily remember. We do not have access to your passwords.

- When you login to Volgistics for the first time, check all of the contact information on your profile page. Change anything that is incorrect. Always click “save” after changing information.

- If more than one person in your household volunteers and you use the same email address, you will both use that email as your login but MUST have different passwords.

- If you volunteer at another organization that uses Volgistics and your email is also your login there, you must use a different password at Conner Prairie.

The only scheduling done currently in Volgistics is for special events and programs. You will continue to be scheduled for any other jobs you do through the individual departments. If you click on “my schedule” on your volunteer page, the only scheduled shifts you will see are those you’ve signed up for in Volgistics.

Recording Volunteer Hours

- When you are volunteering, you may sign in and out via the touch-screen computer in the Welcome Center. However, you may record your hours from home if you prefer.

- To record hours, login to your volunteer page, click on “post your hours” OR “timesheet”. Then click the date you volunteered, the time you started and the time you finished, then choose the job you did from the drop-down menu.

Volgistics PIN

Your Volgistics PIN is only used at the touch-screen computer, located in the downstairs employee hallway. It is used for signing in and out. You don’t need the PIN to do anything from your home computer. The PIN you have been assigned is the primary phone number in your volunteer record, entered without the area code and without a dash (i.e. 7766000).

Signing up for Special Events and Programs

Emails will be sent when events have been posted in the system and you are able to schedule yourself. Using this system is very simple. When you sign up for an open position in Volgistics, you are scheduled and confirmed. Following are the basic instructions.
• REMEMBER to save the link for Volgistics on your computer or phone. It is the only way to access the system for Conner Prairie.
• Sign in using your email address as the login, and the password you chose.
• Click on “my schedule” OR “sign up”.
• Change the calendar month to the month when the event occurs (i.e. October for Headless Horseman). You can also search openings by event, in the drop-down list above the calendar.
• Orange icons with “help wanted” appear on the dates that we need volunteers.
• Click on a date that you want to volunteer.
• Only positions that are still available for that date will appear.
• If you want to see a position description, click on the position name and a description will pop up. You may also scroll down the page for position descriptions and instructions.
• When you see the date and position that you want, click on the green bar that says “schedule me”.
• The scheduled position will pop up and will ask if the information is correct. When you click “yes”, you are scheduled for that shift.
• You may only sign up for one day at a time so if you want multiple shifts, you have to do this several times. It only takes a few minutes.
• Volgistics will send out shift reminders several days before your scheduled shifts.
• Always check the “directions” section when signing up for a shift. It lists the information regarding training, where to sign in, park, who you report to, etc. for each event.

CHANGING OR CANCELING A SCHEDULED SHIFT

Departmental Volunteer Assignments
If you need to change or cancel a shift for an on-going departmental assignment, please contact the appropriate department staff member directly. If you are unsure who to call, leave a message with Volunteer Services, 776.6000 ext. 258 or ext. 264.

Special Events and Programs
Shifts scheduled through Volgistics may be canceled by the volunteer up to three days before the event or program. If you are canceling less than three days prior, you must contact Volunteer Services at 776.6000 ext. 258 or ext. 264.

Glossary of Terms
All of these definitions are written specifically to the purposes of Conner Prairie and may have wider definitions at other institutions.

• **300**: The radio code for the security/reception desk.
• **405**: An adult manager who oversees the grounds on a given day. Changes daily.
• **900**: The EMT and emergency security person.
• **Achievement cards**: Interactive guides for guests in Prairietown. If they complete the activities on the card, they can become a profession, like a “naturalist” or “gardener.”
• **Apple Store**: Store featuring apple products like caramel apples and cider slushies, open in Sept.-Oct. Operated by the Conner Prairie Alliance, a women’s fundraising group for CP.
• **Blue shirt:** A staff member who interprets in 3rd person and wears a blue shirt. You have the advantage of being able to directly refer to modern times when talking with a blue shirt.

• **Briefing:** Morning meeting for staff/volunteers before we open each day. Attendance is taken, major objectives for the day discussed, special guest info passed along, etc. Site briefings are held by area – William Conner House, Lenape, Welcome Center, Civil War Journey and Prairietown. Attending a briefing is not optional.

• **Candlelight or Conner Prairie by Candlelight:** Evening December program that takes place in 1836 Prairietown and focuses on holiday traditions. This program is scripted.

• **CWJ, Civil War Journey or 1863 Civil War Journey:** This site, at the southern area of CP’s property, is set in 1863 and tells the story of General John Hunt Morgan’s Confederate raid on Dupont, Indiana.

• **Collections:** Department that tracks, purchases and repairs our artifacts and reproductions. Can approve various props (like toys and books) for use on the grounds.

• **CP:** Conner Prairie

• **Curiosity Fair:** A weekend event that takes place in June. This event features science and technology related activities and takes place on the grounds north and west of the Welcome Center.

• **Eli Lilly:** Grandson of the famous pharmacist, he bought and renovated the Conner House, started a progressive farm and left us a generous trust to keep the museum running.

• **Employee/Volunteer Entrance:** Doors to the far left of the Welcome Center as you drive up, down a ramp. Staff and volunteers should enter and exit through these doors.

• **Festival of Machines:** A weekend event taking place in September. The program’s focus will be on Indiana’s history as it relates to machines, mostly automotive.

• **FNS or Follow the North Star:** A popular evening program about the Underground Railroad offered to schools and the general public in the spring and fall. This is a scripted program. “FNSS” refers to the school program that takes place during the day when the grounds are not otherwise open.

• **G4 or Glorious 4th:** Special event on July 4 that features patriotic activities, militia drills and the reading of the Declaration of Independence in Prairietown.

• **Gingerbread Jamboree:** A winter program for young students in the Welcome Center, Conner House and Animal Encounters that focuses on holiday traditions including finding the gingerbread man. This program is scripted.

• **Great Hall:** The front entrance lobby area of the Welcome Center where guests buy tickets.

• **Guest:** Visitor on the grounds of Conner Prairie. A “guest” implies that this is someone that you have invited into your home or space so they should be treated as such.

• **Headless Horseman or HH:** An October evening program featuring a haunted hayride and spooky activities. A favorite event for the young guests and volunteers.

• **Interpretation:** Any interaction that you have with a guest.
• **Interpretation, 1st Person:** Refers to costumed interpretation, in which youth and staff pretend to be historic characters. Can also be known as living history. Often characterized by “I” words – “I live here in Prairietown” or “I was born in 1795.”

• **Interpretation, 3rd Person:** Refers to interpretation done in modern clothes, a blue shirt for staff and a red shirt for volunteers. Has the advantage of being able to directly refer to modern times.

• **Museum Theater:** For Conner Prairie this is an intentional presentation on a specific story. For example, The Mayfield and Nichols Store presentation in the Civil War Journey area or the play “William Conner’s Tough Choices”.

• **Off-season:** The outside grounds are closed to the public except for special programs, November- March.

• **Orientation:** A post that is interpreted in blue shirt offering guests a frame of reference and context to the area of the grounds that they are about to enter. There are orientation posts in Lenape, Prairietown and CWJ.

• **Outdoor Holiday Adventure:** A daytime, winter program that takes place outdoors during December. Areas open to the public include William Conner House, Prairietown and the Welcome Center. This program is holiday-focused and is unscripted.

• **Outfitter:** Orientation person in blue shirt at the Prairietown crossroads. Also, the designated post to always be on radio in Prairietown.

• **Period:** Of a particular time period – like 1836 Prairietown or 1863 Civil War Journey.

• **PIC or Person in Charge:** This person is responsible for checking in with the staff or volunteers in their designated areas and making sure that things are running smoothly. They run briefings, take attendance, assign daily tasks if needed, etc. Types of PICs include Youth PICs (in charge of youth), Site PICs (in charge of historic areas for the day) and event PICS (in charge of special events like Follow the North Star).

• **Post:** The area/place/building where you are scheduled to work, such as 1836 Prairietown, Lenape, Create.Connect or Discovery Station.

• **Prairie Plates:** A series of adults-only programming that is food and location-focused. They take place throughout the regular open season in various areas of the grounds.

• **PT or Prairie Tykes:** Popular two-hour program on various topics designed for 3 to 5 year-olds. Mary Uminski runs this program.

• **Red shirt:** An adult volunteer who interprets in 3rd person and wears a red shirt.

• **Roving:** Youth older than the age of 16, in Prairietown, who are not assigned to a specific post. They provide extra engagement activities wherever needed and help mentor younger youth.

• **Regular Season or Open Season:** The outdoor grounds are open to the public Tuesday – Sunday, April – October.
• **Shear Fun**: Special spring program in April. All areas of the grounds participate with the focus of the program being on textiles, and how they are produced.

• **Site PICs**: The Person(s) in Charge of specific areas for the day, such as Prairietown, Welcome Center, etc.

• **Symphony on the Prairie or SOP**: Summertime concerts on weekends and holidays.

• **Welcome Center**: Main building at CP. Includes offices, the staff lounge, and exhibit areas that are open to the public and are staffed (Discovery Station, Craft Corner and Create.Connect).

• **William Conner**: The man who gave us our name! Trader and politician from the early 1800s. His brick house is one of our mainstays on the ground.

• **YACs or Youth Agriculture Captains**: Leadership team of older youth who take extra training on animals, take a key role setting up the Conner Barn each morning, and help mentor other youth in Animal Encounters and Ag posts of Prairietown. This team is led by the Ag staff.

• **YIC or Youth in Charge**: An older youth who carries a radio, gives breaks and checks on other youth during large special events.

• **Youth PIC**: The staff member in charge of youth volunteers on a given day. Usually this person is Sarah Morin, but other staff members fill in when she is gone. Mary Uminski is Youth PIC every Thursday.

• **Youth Lounge**: Where the youth store their belongings, eat lunch and are signed in and out. Located in the employee hallway that leads out to the grounds.

• **Youth/Youth Volunteer/Youth Interpreter**: An amazing young person between the ages of 10 and 18, who interacts with guests, helps out on post and is fun to work with.

**WHERE TO GO WHEN YOU HAVE QUESTIONS**

If you have general questions regarding volunteering at Conner Prairie, please contact Jody Thomas, Volunteer Manager ([jthomas@connerprairie.org; 214.4704](mailto:jthomas@connerprairie.org)) or Pam Westermann, Volunteer Administrator ([westermann@connerprairie.org; 214.4471](mailto:westermann@connerprairie.org)). Either Jody or Pam is available Monday – Friday, 8:00 am-4:30 pm. They are not in the office on weekends. Information about volunteering at Conner Prairie, as well as our volunteer application, can be found [connerprairie.org](http://www.connerprairie.org).

If you have questions about your current departmental volunteer post, please contact the departmental staff member that you have been communicating with directly. If you need additional information, do not hesitate to call Volunteer Services at the numbers or email addresses listed above.

If you have questions about Conner Prairie’s special events, programs and classes, please refer to our website, [connerprairie.org](http://www.connerprairie.org). Follow us on Facebook, Twitter or Instagram. For the most up to date information, sign up for Conner Prairie E-News by visiting our website and clicking on “E-News Sign Up”.

16
THANK YOU FOR VOLUNTEERING AT CONNER PRAIRIE, AND HAVE FUN!